DEPARTMENT OF CALIFORNIA HIGHWAY PATROL			AREA	DIVISION	NUMBER	
REA MA	NAGEME	NT EVALUATION	040 EVALUATED BY	IMD	DAYE	
REA PROCEDURES AND LOCAL ORDERS (HP 453B (Rev. 8-07) OPI 009 Lieutenant Lori Young #12495						09
NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Re						x. If this
rm is use dividual it an be plac ecomplish	ed as a Corre tems with "y ced on the C nments or co	ection Report, the "Correction" box yes" or "no" answers, or fill in the bl CHP 454, Area Management Evalu prrective actions, unresolved items d in pen or pencil, and the Supplem	cshould be initialed an lanks as indicated. If a lation Supplement. Th , problems or progress	d dated as deficiencies a dditional comments are r e Supplement should ind , and the evaluator's ove	are corrected. necessary, the clude significa	Answer informa nt finding
og or Evalua	A-10N	2 3 10 1 1 1 1 2 2 2 2 2 1 1 1 1 1 1 1 1 1	SUSPENSEDATE		***************************************	
] Formal E	Evaluation	☑ Informal Evaluation	COMMANDER'S REVI		DATE	
	[Z] No	☐ Correction Report	Sac	DA/CHILE	2/27	109
AREA ST	TANDARD O	PERATING PROCEDURES (SOP)	EVALUATED Yes	No No	CORRECTE	» ·
a. Does	SOP contain	only local procedures essential to Are	ea?	and the same limited and the same and the sa	✓ Yes	□ No
b. Confli	icts between	Division SOP and Area SOP?		the second of th	☐ Yes	Ø No
c. SOP	available for	review?	*****		☑ Yes	☐ No
(1) Is	s it current?	4. 31. 41. 41. 41. 41. 41. 41. 41. 41. 41. 4			☑ Yes	□No
(2) A	re orders ne	cessary?	E. MIN M. DOCKER M. TO BEAUTY STREET, THE		☑ Yes	□No
(3) D	oes SOP pro	ovide reference to, yet avoid duplicatio	n of departmental policy?)	☑ Yes	□No
	Conflict betwe	en SOP and departmental policy?			☐ Yes	✓ No
(5) C	orders clear a	and concise?				□No
(6) Is	s table of con	itents current/effective?				□No
(7) L	ogical divisio.	on of material?	MINISTRA SE LA SELLEZ ESTADO E		[Z] Yes	□ No
(8) V	Vhat system i	is used to assure each Area employee	has read SOP? Appen	dix A is an SOP review cer	rtification log.	
(9) E	(ffective numb	bering and index system?	manuscript 3		☑ Yes	☐ No
(10) P	osition descr	riptions utilized in place of individual na	ames?	againg an artist to an artist the second	☑ Yes	□No
(11) H	low are SOP	s distributed? One copy is a the Divis	sion office and the origin	al document is in the Com	puter Crimes I	rvestigatio
	Init (CCIU)	library.			V-25 Introvers 1	ORE STREET
(a) Are they	readily available?	The second of th			□No
14 0 may 2 1.0	ille in annua	sible for review/revision? The CCIU		Maria P		

Control of the contro Destroy Previous Editions

✓ Yes □ No

(a) Is a suspense system in place? H 10 E) C 185 135 diliterate ESSE E

STATE OF CAUFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

	A DAMPAR A SHARE WAS A SHARE W	EVALUATED	ACTION REQUIRED	CORRECTED	
	OCAL DIRECTIVES	Yes.	No		14-
a.	Other methods utilized by commander to provide written in	nstructions to Area pers	onnel? The departmental e-	mail system is	used to
	provide direction and instruction to members of the Unit.	Professional Control of Control			a an es
LI	MITED DUTY ASSIGNMENTS	EVALUATED Yes	ACTION REQUIRED	CORRECTED	
-	Are commander and staff aware of contents of HPM 10.7, Chapter 8, relating to limited duty?		A REMOVED TO A STREET THE STREET	✓ Yes	□No
b.	What types of duties are assigned to those on limited duty	/? Reviewing investiga	ntive reports, answering pho	ones, filing cou	rt cases,
	Training Officer, Evidence Officer and assisting with inv	estigations.			OTO H LEGIO
C.	How many employees are currently on limited duty status	? None			563 100900
0	THER PROCEDURES	EVALUATED Yes	ACTION REQUIRED NO	CORRECTED	
a.	What methods does Area use to report highway defects?	Notifying the Sacram	ento Communications Cent	er of possible l	nighway
	defects requiring Caltrans response.	ment of the format of the August 1971 Augu		SOURCE AND TRANSPORT	
	Are Area personnel aware of procedures in HPM 10.4, Cr	tizens' Complaint Invest	igations Manual?	✓ Yes	□ No
b			The second second		
b.		8 (8) ROMES THE STATE OF	es outlined in HPM 10.4.		
b.	(1) What procedure is followed for receiving citizen's con	8 (8) ROMES THE STATE OF	res outlined in HPM 10.4.		
b.	(1) What procedure is followed for receiving citizen's con	nplaints? The procedu	res outlined in HPM 10.4.	✓ Yes	□No
b.	(1) What procedure is followed for receiving citizen's con	nplaints? The procedu	es outlined in HPM 10.4.		□ No
b.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? 	nplaints? The procedu		✓ Yes	□ No
b.	 What procedure is followed for receiving citizen's con Is there a system to identify complaint-generating bel Are complaints classified properly? What are the most common errors in complaint inves 	nplaints? The procedu		✓ Yes	□ No
b.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? 	nplaints? The procedu		✓ Yes	□ No
b.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? (4) What are the most common errors in complaint inves 2008 reporting period. 	nplaints? The procedu navior? tigations? Unit staff ha	ve not received any Citizen	✓ Yes 's Complaints o	□ No
b.	 What procedure is followed for receiving citizen's con Is there a system to identify complaint-generating bel Are complaints classified properly? What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints?	nplaints? The procedu navior? tigations? Unit staff ha	ve not received any Citizen	✓ Yes 's Complaints o	□ No
b.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? (4) What are the most common errors in complaint inves 2008 reporting period. 	nplaints? The procedu navior? tigations? Unit staff ha	ve not received any Citizen	✓ Yes 's Complaints o	□ No
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b.	 What procedure is followed for receiving citizen's con Is there a system to identify complaint-generating bel Are complaints classified properly? What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints? Communications Center, to the appropriate Area office. 	nplaints? The procedu navior? tigations? Unit staff ha	ve not received any Citizen ved at CCIU are forwarded	✓ Yes 's Complaints o	No during the
b.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? (4) What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints? Communications Center, to the appropriate Area office. How are employee absences reported/verified? Employee 	nplaints? The procedule navior? tigations? Unit staff has a secondary the Unit Manager of the Unit Manage	ve not received any Citizen ved at CCIU are forwarded nager or Unit Supervisor w	Yes 's Complaints of the Sacra	No during the
C.	 What procedure is followed for receiving citizen's con Is there a system to identify complaint-generating bel Are complaints classified properly? What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints? Communications Center, to the appropriate Area office. 	nplaints? The procedule navior? tigations? Unit staff has a secondary the Unit Manager of the Unit Manage	ve not received any Citizen ved at CCIU are forwarded nager or Unit Supervisor wheeved and approved by the	Yes 's Complaints of the Sacra	No during the
C.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? (4) What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints? Communications Center, to the appropriate Area office. How are employee absences reported/verified? Employee 	navior? tigations? Unit staff hat Traffic complaints receives contact the Unit Man	ve not received any Citizen ved at CCIU are forwarded nager or Unit Supervisor wheeved and approved by the	Yes 's Complaints of the Sacra	No during the
C.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? (4) What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints? Communications Center, to the appropriate Area office. How are employee absences reported/verified? Employe to work as scheduled. They complete the STD 634 and 0 	navior? tigations? Unit staff hat Traffic complaints receives contact the Unit Man	ve not received any Citizen ved at CCIU are forwarded nager or Unit Supervisor wheeved and approved by the	Yes 's Complaints of the Sacra	No during the
c.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? (4) What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints? Communications Center, to the appropriate Area office. Flow are employee absences reported/verified? Employe to work as scheduled. They complete the STD 634 and C Supervisor. 	res contact the Unit Man	ve not received any Citizen ved at CCIU are forwarded nager or Unit Supervisor wheeved and approved by the	Yes 's Complaints of the Sacra I, via the Sacra then they are until Manager	□ No during the mento able to re or Unit
C.	 (1) What procedure is followed for receiving citizen's con (2) Is there a system to identify complaint-generating bel (3) Are complaints classified properly? (4) What are the most common errors in complaint inves 2008 reporting period. What procedure is in place to handle traffic complaints? Communications Center, to the appropriate Area office. How are employee absences reported/verified? Employe to work as scheduled. They complete the STD 634 and 6 Supervisor. Is there a central listing of employees with approved secon (1) Are supervisors aware of regulations in HPM 10.3, Period 	navior? tigations? Unit staff hat a sees contact the Unit Management are reviewed and are reviewed and are reviewed and are employment required.	ve not received any Citizen ved at CCIU are forwarded nager or Unit Supervisor wheeved and approved by the ests? fanual, Chapter 14?	✓ Yes 's Complaints of the Sacra I, via the Sacra then they are until Manager ✓ Yes ✓ Yes	No during the mento

STATE OF CAUFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

(1) What type(s) of cameras are used? Digital.		a i Halmila
(2) Are photos in file of good quality?	☑ Yes	□No
Who is responsible for ambulance/tow truck inspections? N/A		
(1) Are inspections up-to-date?	☐ Yes	□No
(2) Is the responsible employee knowledgeable of applicable policies and regulations?	Yes	∏ No
(3) Are random inspections conducted?	☐ Yes	□No
(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	[] Yes	_ □ No
(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?	d	 5 (6)
Is there security for Area personnel rosters?	☑ Yes	□No
(1) What is Area policy regarding the release of personal telephone numbers and addresses? No release of the those other than Division or Unit staff.	*	
 (1) What is Area policy regarding the release of personal telephone numbers and addresses? No release other than Division or Unit staff. (2) Who regularly receives Area rosters? The Unit roster is maintained at the Division level and is kell-last the Area established proper employer/employee relations? 	of by the Office To	
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 What is Area policy regarding the release of personal telephone numbers and addresses? No relocation to those other than Division or Unit staff. Who regularly receives Area rosters? The Unit roster is maintained at the Division level and is kell Has the Area established proper employer/employee relations? Does commander show a personal interest in dealing with employee representatives? Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced? Who coordinates inspection and/or disposal of unserviceable items? The Unit Manager with the or Division Chief. If appropriate, are damages collected? 	pt by the Office To	ch. No No No No
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STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

ı. V	tho is responsible for the review of reports submitted by field officers? The Unit Manger and Unit Supervisor	ľ.	10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
(1) Are supervisors made aware of superior or deficient reports?	☑ Yes	□No
AD 20 4 44	(a) How is this accomplished? Reports are read by the only Unit Supervisor.		
D	oes Area have written guidelines for overtime usage and control?	✓ Yes	□ No
:: :: (1	the properties of the second s	√ Yes	□No
(2	Do overtime provisions comply with collective bargaining unit agreements?	Yes	□No
(3	Are CHP 415s, Daily Field Record, complete and accurate?		□ No
(4	A Company of the Comp		
(5	Civil Action, completed and submitted in a timely manner?		□No
(6	Live OA Is a select mellow in regards to completing CHP 415s. Daily Field Recor	d? 🕢 Yes	□No
(7	the decree level with the linearing town maintain their submocna's and in		t Supervis
	of their court appearances.	July 1 and 1 lines were the	n 8
(8)) Are local controls sufficient to properly manage overtime?		□No
, -	(a) Is CTO held within proper limits?	✓ Yes	☐ No
	(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□ No
	(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?		□No
	(d) Is the MAR signed by the commander?		[] No

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command: 041 Division: 040 Information Mgt Information **Technology Section**

Inspected by: Carla Simmons and Bev Christ

Chapter: Area Procedures and Local Orders

Date: 03/04/2009

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION			☐ Corrective A	Action Plan Included	
☐ Division Level ☐ Command L	Appeal Included				
Executive Office Level		Attachments	s included		
Follow-up Required:	Forward to: 040 IMD		Commander's S	·**	Date:
☐ Yes	Due Date: 03/06/2009	(Latricia	Valenzula	3/4/09
Chapter Inspection Area Pro		อาส	ore		
Inspector's Comments Regar	ding Innovative Prac	tice	es:		
1. Area Standard Operating located in the START menu upaper by not printing for each	under "CHP Custom				
2. Local Directives - Directives	ves are provided via	e-m	nail. No paper	copies are routed.	9
3. Limited Duty Assignement	<u>ts</u> - No comments o	n in	novative pract	ices.	
4. Other Procedures - No c	omments on innovati	ive	practices.		
Command Suggestions for S	tatewide Improveme	nt:			
None.					*
					*
Inspector's Findings:				TO ANALYSIS MICE	positi i marcona

No deficiencies were found during this inspection. There were, however, a number of items on the checklist that were not applicable to ITS.

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 2

Command: 041 Division: 040 Chapter: Area Information Information Management Orders

Inspected by: Carla Simmons and Bev Christ Date: 03/04/2009

Commander's Response:		
None, there were no deficiencies identified in the inspection.	8	

Inspector's Comments:

None.

Required Action

Corrective Action Plan/Timeline

None.

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 3

Command: 041 Division: 040 Chapter: Area Procedures and Local Orders
Inspected by: Carla Simmons and Bev Christ Date: 03/04/2009

Appeal Process: (Appeals shall be filed within five (5) business days of the	completed chapter inspection)
Commander's Basis for Appeal:	
No appeals submitted.	
	iwi:
	<u> </u>
Appeal Review/Decision: (This shall be the only level of appeal).	
	i i
	(V
	<u></u>
	ii .
Lead Inspector's Signature:	Date:
Carle Demmus	Date: 44/09
Responding Commander's Signature (for appeal):	Date:

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
ITS	IMD	041
EVALUATED BY	- Isaac	DATE
Carla Simmon	ns, Bev Christ	03/04/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Informal Evaluation Inf	SUSPENSE DATE		
FOLLOW-UP REQUIRED Correction Report ' Yes No BY	Jahren Valenguela	DATE 4/	14/09
1. AREA STANDARD OPERATING PROCEDURES (SOP)	EVALUATED ACTION REQUIRED	CORRECTED	
a. Does SOP contain only local procedures essential to Area?		✓ Yes	□No
b. Conflicts between Division SOP and Area SOP?		☐ Yes	☑ No
c. SOP available for review?	Ne -	✓ Yes	□No
(1) Is it current?		✓ Yes	□ No
(2) Are orders necessary?	777	✓ Yes	□No
(3) Does SOP provide reference to, yet avoid duplication of dep	partmental policy?	✓ Yes	□No
(4) Conflict between SOP and departmental policy?		Yes	☑ No
(5) Orders clear and concise?		. ☑ Yes	□ No
(6) Is table of contents current/effective?	3	✓ Yes	□No
(7) Logical division of material?	9	✓ Yes	□No
(8) What system is used to assure each Area employee has rea	ad SOP? It is included in the new employee or	entation	
· · · · · · · · · · · · · · · · · · ·			
(9) Effective numbering and index system?	V	☑ Yes	□No
(10) Position descriptions utilized in place of individual names?		Yes	□ No
(11) How are SOPs distributed? SOP is in the CHP custom app	lications section of all staff computers, and emp	loyees are	notified via
e-mail when a significant change has been made.			
(a) Are they readily available?		✓ Yes	□No
(12) Who is responsible for review/revision? Administrative sta	ff	â	
	1000		
(13) How often is SOP reviewed/updated? Updated annually	or as needed		*
	K	S #	
(a) Is a suspense system in place?		✓ Yes	□No
30			

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

2. LC	DCAL DIRECTIVES EVALUATED ACTION R	EQUIRED CORRECTE	D
a.	Other methods utilized by commander to provide written instructions to Area personnel? Email	¥	-
s. Li	MITED DUTY ASSIGNMENTS EVALUATED ACTION F	EQUIRED CORRECTE	SD.
a.	Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management N Chapter 8, relating to limited duty?	fanual, ☑ Yes	□No
b.	What types of duties are assigned to those on limited duty? Duties are based on a physician's re	ecommendations	
— C.	How many employees are currently on limited duty status? 0		
290000		REQUIRED CORRECTE	ED .
a.	What methods does Area use to report highway defects? This section N/A		
b.	Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manua	!?	□No
	(1) What procedure is followed for receiving citizen's complaints? This section N/A	KI.	
	(2) Is there a system to identify complaint-generating behavior?	☐Yes	□No
	(3) Are complaints classified properly?	☐ Yes	□No
	(4) What are the most common errors in complaint investigations? This section N/A		(₽
C.	What procedure is in place to handle traffic complaints? This section N/A		
d.	How are employee absences reported/verified? Reported to and verified by supervisors; absence	ce over 2 days verified by	a doctors not
			-
e.	. Is there a central listing of employees with approved secondary employment requests?	☑ Yes	i □ No
	(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter	or 14?	No -
f.	How are cameras assigned? This section N/A		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

TIF.	ספטי	(Rev. 8-07) OPI 009		
	(1)	What type(s) of cameras are used? This section N/A	in.	
	(0)	Ave whereas in file of good guelity?	☐Yes	□No
	(2)	Are photos in file of good quality?		
g.	Wh	to is responsible for ambulance/tow truck inspections? This section N/A		
	(1)	Are inspections up-to-date?	☐ Yes	□ No
	(2)	Is the responsible employee knowledgeable of applicable policies and regulations?	 ☐ Yes	No
_	(3)		☐ Yes	□No
	(4)	Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	☐ Yes	□No
	(5)	How are officers and communications operators advised of tow trucks/ambulances that are removed from service? This section N/A		Ø
h.	ls t	here security for Area personnel rosters?	✓ Yes	□No
	(1)	What is Area policy regarding the release of personal telephone numbers and addresses? Information	n is distributed	for in the li
		of duty, for work related duty; otherwise it is not disclosed.	5)	
	(2)	Who regularly receives Area rosters? Section Commander		
i.	Has	the Area established proper employer/employee relations?	☑ Yes	□ No
	(1)	Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□ No
	(2)	Is there a bulletin board for employee association items?	✓ Yes	□No
j.	Are	damaged uniform articles inspected and repaired/replaced?	☑ Yes	□No
	(1)	Who coordinates inspection and/or disposal of unserviceable items? IMD Training Officer		
	(2)	If appropriate, are damages collected?	☑ Yes	□No
k.		e vacation slots consistent with Area operational needs?	✓ Yes	□ No
1.	ls t	the squad club in compliance with departmental policy and other mandated requirements concerning cords and accountability?	☐ Yes	□No
m	. Is i	there a system in place to ensure accountability for directives?	☑ Yes	□No
	(1)	How are employees returning from extended absences provided updated information from directives?	First line supe	rvisors are
		responsible for providing updated information.		
				:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? This section N/A		
9		
(1) Are supervisors made aware of superior or deficient reports?	Yes	□No
(a) How is this accomplished? This section N/A		
o. Does Area have written guidelines for overtime usage and control?	✓ Yes	□No
(1) Are these controls effective?	✓ Yes	□ No
(2) Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
(3) Are CHP 415s, Daily Field Record, complete and accurate?	[∵]	□ No ·
(4) Who may authorize overtime? Section Commander or Acting Section Commander		
(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record	? 🗸 Yes	☐ No
(7) Who maintains court and subpoena logs? This section N/A		
u x	1700	
(8) Are local controls sufficient to properly manage overtime?	☑ Yes	□ No
(a) Is CTO held within proper limits?	☑ Yes	. □ No 🦂
(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	· 🗌 No
(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□ No
(d) Is the MAR signed by the commander?	∛ ☑ Yes	☐ No
Items not applicable to the Section:		
1.c.(5) Orders Clear and Concise		
4.b Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual?		(9)
4.b(2) Is there a system to identify complaint-generating behavior?		
4.b.(3) Are complaints classified properly?		
4.f.(2) Are photos in file of good quality?	£.,	
4.g.(1) Are inspections up-to-date?		
4.g.(2) Is the responsible employee knowledgeable of applicable policies and regulations?		
4.g.(3) Are random inspections conducted?		4
4.g.(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?		
4.1. Is the squad club in compliance with departmental policy and other mandated requirements concerning		

records and accountability?

4.n.(1) Are supervisors made aware of superior or deficient reports?

COMMAND INSPECTION PROGRAM

Command: Computer Crimes Investigation Unit	Division: Information Management Division	Chapter: 2
Inspected by: Sergeant Kelly Dixon		Date: 11/25/2008

	Linepoores 471
EXCEPTIONS DOCUMENT	

number of the inspection in the Chaptershall be routed to and its due date. T	ter Inspection number. Under "Fo his document shall be utilized to c	oxes as necessary, or fill in the blanks as indicate rward to:" enter the next level of command when document innovative practices, suggestions for so the used to appeal findings. A CHP 51 Memoran	re the document statewide
TYPE OF INSPECTION		Corrective Action Plan Included	
☐ Division Level ☐ Command	Level	☐ Appeal Included	
☐ Executive Office Level		☐ Attachments Included	
Follow-up Required:	Forward to:	Commander's Signature:	Date: 04/17/09
☐ Yes	Due Date:) y Oung	
Chapter Inspection:			
Inspector's Comments Rega	arding Innovative Practice	s:	
None			
Command Suggestions for S	Statewide Improvement:		
None		190	*
Inspector's Findings:	300000		
			-

No corrections or deficiencies noted.

Corrective Action Plan/Timeline

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 2

	Division: Information Management Division	Chapter: 2
Inspected by: Sergeant	Kelly Dixon	Date: 11/25/2008

Commander's Response:			
During this time, a semi-annual review of the CCIU SOP was also performed which resulted in a complete revision. It was submitted to Division for review and approval.			resulted in a
v.			
Inspector's Comments:		(A)	
	4		
		Name of the state	
Required Action			

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 3

Command: Compute Crimes Investigation Unit	er Division: Information Management Division	Chapter: 2
Inspected by: Sergeant Kelly Dixon		Date: 11/25/2008

	2000年的1974年2月1日中国中国共和国的中国共和国的
Appeal Process: (Appeals shall be filed within five (5) business days of the	completed chapter inspection).
Commander's Basis for Appeal:	
Commander a Basis for Appear.	
	8
None	
	9
A LD in /Decision with the state of concept	2.
Appeal Review/Decision: (This shall be the only level of appeal).	
None	
	SEX.
Lead Inspector's gignature: Of Sat. Kelly Dixon	Date: 04/17/2009
	Date:
Responding Commander's Signature (for appeal)	Date.

COMMAND INSPECTION PROGRAM FXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
Telecommunications Section IMD Inspected by:		Date:
Maricela Pancake, Linda McNe	eill	12/09/2008

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

additional opaco to rodaliod.			
TYPE OF INSPECTION		☐ Corrective Action Plan Included	
☐ Division Level ☐ Command Level		☐ Appeal Included	
☐ Executive Office Level		☐ Attachments Included	
Follow-up Required:	Forward to: IMD .	Commander's Signature:	Date:
☐ Yes	Due Date: <u>12/15/2008</u>	Marcs	1.2.73.233
Chapter Inspection:		生物,然而现在了一种种种。	
Inspector's Comments Rega	rding Innovative Practic	es:	
(none)			
Command Suggestions for S	tatewide Improvement:		
(none)			
Inspector's Findings:			

Chapter 3, Command Procurements, Contracts

Item # 9: Are requests for contract services less than six months from the anticipated start date of the contract pre-approved by Assistant Commissioner, Staff, for expedited processing? **No**

Chapter 3, Command Procurements, Contracts

Item # 26 Is a <u>driver license check</u> conducted for, but not limited to, all of the following types of agreements, if the contractor and/or specifically assigned personnel are scheduled to be on-site for more than 30 days? **No**

Chapter 3, Command Procurements, Purchases

Item #15 Is the "received copy" of the purchase order approved, dated, and forwarded to the Fiscal Management Section (FMS), Account Payable Unit, within three business days of receipt, if all items are accepted?

Chapter 3, Command Procurements, Cal-Card Program

Item # 1: Are all employees associated with the use of the Cal-Card program completing the CHP 78S, Conflict of Interest Statement, Employee, form?

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 2

Command: Telecommunications Section	Division: IMD	Chapter: 3
Inspected by:		Date:
Maricela Pancake, Linda McNeill		12/09/2008

Commander's Response:

Chapter 3, Command Procurements, Contracts

Item # 9: response: Telecommunications Section routine contracts and renewals are submitted at least 8-9 months in advance. Unanticipated contracts that have less than six months of lead time are approved by Division and expedite requested at the Division Commander to Division Commander Level.

Chapter 3, Command Procurements, Contracts

Item # 26: response: Telecommunications Section is OPI for generators, UPS units, and telephone services. Language regarding driver license checks will need to be incorporated into the following contracts:

- Golden Gate diesel generator.
- Statewide UPS maintenance.
- Telephone system maintenance.

Language to be Included; Drivers license checks will be conducted on the contractor and the contractor's personnel. Drivers license information to be forwarded to the Contracts Services Unit.

Chapter 3, Command Procurements, Purchases

Item #15 response: For some purchases, yes. For the remaining purchases Telecom waits for the invoice to ensure billing is accurate, this also provides appropriate warranty dates

Chapter 3, Command Procurements, Cal-Card Program

Item # 1: As of this date, policy does not require CHP78S for Calcard transactions.

Inspector's Comments:

Chapter 3, Command Procurements, X-Number Program

All X numbers for 07/08 and 08/09 were reviewed and followed policy.

Chapter 3, Command Procurements, Purchases

Purchase Requisitions 7001, 7012, 7019, 7035, 7036, 7054, 7100, 7106, 7115 and 7129 were reviewed and found to be processed correctly.

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Page 3

Command: Telecommunications Section	Division: IMD	Chapter:	
Inspected by: Maricela Pancake, Linda McNeill		Date: 12/09/2008	

Required Action	
Corrective Action Plan/Timeline	
Chapter 3, Command Procurements, Contracts Item # 26: response: Telecommunications Section is OF services. Language regarding driver license checks w contracts: Golden Gate diesel generator. Statewide UPS maintenance. Telephone system maintenance. Language to be Included; Drivers license checks will b contractor's personnel. Drivers license information to be	e conducted on the contractor and the
Contract amendment requests will be prepared and se first quarter of 2009.	nt to CHP Contract Management Unit during the
Appeal Process: (Appeals shall be filed within five (5) business	s days of the completed chapter inspection).
Commander's Basis for Appeal:	
Appeal Review/Decision: (This shall be the only level of appear	eal).
	ia de la companya de
	Date:
Lead Inspector's Signature:	
Responding Commander's Signature (for appeal):	Date:

TATE OF CALIFORNIA

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

:HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER	
047 - Telecom	040 - IMD		
EVALUATED BY		DATE	
Sue Hollis		02/23/2009	

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this prm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer adividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This corm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

7PE OF EVALUATION ☑ Formal Evaluation ☐ Informal Evalua	tion	SUSPENSE DATE			
☐ Yes ☑ No BY	ection Report	COMMANDERS REVIEW		DATE	/09
. AREA STANDARD OPERATING PROCEI	DURES (SOP)	02/23/2009	ACTION REQUIRED NO	CORRECTED	
a. Does SOP contain only local procedure	s essential to Area?			✓ Yes	□No
b. Conflicts between Division SOP and Are	ea SOP?			☐ Yes	☑ No
c. SOP available for review?				✓ Yes	□No
(1) Is it current?				✓ Yes	□No
(2) Are orders necessary?				✓ Yes	□No
(3) Does SOP provide reference to, ye	t avoid duplication of dep	artmental policy?		✓ Yes	□ No ≈
(4) Conflict between SOP and departm	ental policy?			☐ Yes	☑ No
(5) Orders clear and concise?				✓ Yes	□No
(6) Is table of contents current/effective	9?			✓ Yes	□No
(7) Logical division of material?				✓ Yes	□No
(8) What system is used to assure eac	h Area employee has rea	d SOP? Employees re	view SOP when hired ar	nd when up	dates occur.
(9) Effective numbering and index systematical	em?			✓ Yes	□No
(10) Position descriptions utilized in plac	e of individual names?			Yes	□ No
(11) How are SOPs distributed? Icon in	"Custom Applications"	for employees to revie	w.		
(a) Are they readily available?				✓ Yes	□ No
(12) Who is responsible for review/revisi	on? Commander, Mana	gers, and Supervisors			
(13) How often is SOP reviewed/updated	Annually or as need	led			
(a) Is a suspense system in place?	?			✓ Yes	□ No

IREA MANAGEMENT EVALUATION

IREA PROCEDURES AND LOCAL ORDERS

LOCA	L DIRECTIVES	02/23/2009	NO REQUIRED	CORRECTED	0
a. Ot	her methods utilized by commander to provide written instruc	tions to Area personne	el? E-mail, Memorandı	ແກ	
LIMITI	ED DUTY ASSIGNMENTS	EVALUATED 02/23/2009	ACTION REQUIRED	CORRECTED)
a. An	e commander and staff aware of contents of HPM 10.7, Injury	and Illness Case Mar	nagement Manual,		
Ch	apter 8, relating to limited duty?			✓ Yes	□No
b. Wh	nat types of duties are assigned to those on limited duty? In	accordance with restr	ictions imposed by phy	sician.	
c. Ho	w many employees are currently on limited duty status? N	one	Transportation	CORRECTED	
OTHE	R PROCEDURES	02/23/2009	No REQUIRED	CORRECTEL	
a. Wh	nat methods does Area use to report highway defects? Rep	ort to commander or o	ther uniformed personr	iel.	
b. Are	e Area personnel aware of procedures in HPM 10.4, Citizens'	Complaint Investigation	ons Manual?	✓ Yes	□ No
(1)	What procedure is followed for receiving citizen's complaint	s? They are forward	ed to a supervisor or co	mmander.	
(2)	Is there a system to identify complaint-generating behavior?	?		✓ Yes	□ No
(3)	Are complaints classified properly?			✓ Yes	□ No
(4)	What are the most common errors in complaint investigation	ns? Telecommunicati	ons Section has had no	complaints in	recent
	history.				
c. Wh	at procedure is in place to handle traffic complaints? Report	to commander or other	er uniformed personnel		
-					
	v are employee absences reported/verified? Employees call	in to a supervisor and	the supervisors log the	e absence III ai	n automatec
sha	red file.				
e. Is th	nere a central listing of employees with approved secondary of	employment requests?	?	✓ Yes	□No
(1)	Are supervisors aware of regulations in HPM 10.3, Personne	el Transactions Manua	al, Chapter 14?	✓ Yes	□No
. How	are cameras assigned? As needed from within the Section	n's pool of digital cam	eras.		

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS HP 453B (Rev. 8-07) OPI 009 (1) What type(s) of cameras are used? Sony digital ✓ Yes ☐ No (2) Are photos in file of good quality? g. Who is responsible for ambulance/tow truck inspections? N/A ☐ No ☐ Yes (1) Are inspections up-to-date? Is the responsible employee knowledgeable of applicable policies and regulations? ☐ Yes ☐ No (2) ☐ Yes □ No Are random inspections conducted? ☐ Yes □ No Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7? (5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Yes ☐ No h. Is there security for Area personnel rosters? (1) What is Area policy regarding the release of personal telephone numbers and addresses? The commander, managers, and supervisors have access to confidential roster information for use in an emergency. (2) Who regularly receives Area rosters? Rosters are not regularly distributed. Yes ☐ No i. Has the Area established proper employer/employee relations? (1) Does commander show a personal interest in dealing with employee representatives? ✓ Yes ☐ No ✓ Yes □ No (2) Is there a bulletin board for employee association items? ☐ No j. Are damaged uniform articles inspected and repaired/replaced? ✓ Yes (1) Who coordinates inspection and/or disposal of unserviceable items? Property Inspector ☐ No (2) If appropriate, are damages collected? ✓ Yes Yes ☐ No k. Are vacation slots consistent with Area operational needs? Is the squad club in compliance with departmental policy and other mandated requirements concerning ☐ No ☐ Yes records and accountability? ✓ Yes ☐ No m. Is there a system in place to ensure accountability for directives? (1) How are employees returning from extended absences provided updated information from directives? CommNets are available via AIMS.

TATE OF CALIFORNIA

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

IREA PROCEDURES AND LOCAL ORDERS

o. Do	Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	No		
(1) (2) (3) (4)	Des Area have written guidelines for overtime usage and control? Are these controls effective? Do overtime provisions comply with collective bargaining unit agreements? Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes ✓ Yes	□ No		
(1) (2) (3) (4)	Are these controls effective? Do overtime provisions comply with collective bargaining unit agreements? Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes ✓ Yes	□ No		
(2)	Do overtime provisions comply with collective bargaining unit agreements? Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No		
(3)	Are CHP 415s, Daily Field Record, complete and accurate?				
(4)		Yes	□No		
	Who may authorize overtime? Commander or supervisors in an emergency				
(5)					
	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	☐ Yes	□No		
(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	☐ Yes	☐ No		
(7)	Who maintains court and subpoena logs? There is no need for a subpoena log since the commander is the only uniformed				
	employee.				
(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□No		
	(a) Is CTO held within proper limits?	✓ Yes	□No		
	(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	☐Yes	□No		
	(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	☐ Yes	□ No		
	(d) Is the MAR signed by the commander?	Yes	□No		
a resul	lt of this evaluation, there were no significant findings noted or corrective actions required. Many of the item	is were not	t applicable		

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Command: 048 - CCSS	Division: IMD	Chapter: HPG 22,1, Chapter 2
Inspected by:		Date:
Kurt Wallner		03/16/09

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

additional space is required.							
TYPE OF INSPECTION Division Level Command L	oval	I	ive Action Plan Included				
Division fever \(\omega \) command fever		Appeal	Included				
Executive Office Level		☐ Attachn	nents Included				
Follow-up Required:	Forward to:		r's Signature:	Date:			
☐ Yes	Due Date:	De	eDee Tul	1/8/07			
Chapter Inspection: HPG 22.1	, Chapter 2, Area Manageme	ent Evaluation	n, Are Procedures and Local	Orders			
Inspector's Comments Regar	rding Innovative Practice	es.	ANOSI, MASULA ANOSISTA	Heliand State of Stat			
None	ding introvative i radioe	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					
Command Suggestions for S	tatewide Improvement:						
None							
Inspector's Findings:							
None							
Commander's Response:							
As a result of this evaluation, there not applicable to the Section, howe	As a result of this evaluation, there were no significant findings noted or corrective actions required. Many of the items were not applicable to the Section, however, for those items that pertained to the operation of Communications Centers Support						
Section, the processes are in comp	oliance with departmental pol	icy.					
Inspector's Comments:							
None.							
	- white see the state of the						
Required Action		n Feb					
Corrective Action Plan/Timelin	ne						
Appeal Process: /A	he filed with the five (F) hunter	on days of the	completed chapter inspection				
Appeal Process: (Appeals shall	De Illea Within Tive (5) basine	ss uays or the	Completed chapter mopecad	A PROPERTY OF			
Commander's Basis for Appe	al;						
Appeal Review/Decision: (Thi	s shall be the only level of ap	oeal).					
Lead Inspector's Signature:	lul on Kunt Wa	llale	Date: 7/8/09				
Responding Commander's Signature (for ap	peal):	20/40	Date: // 0/ 0 /				

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
048 - CCSS	IMD	HPG 22.1, Chapter 2
Inspected by: Kurt Wallner		Date: 03/16/09

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide Improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

additional space is required.					
TYPE OF INSPECTION Division Level Command L	evel	Corrective Action Plan Included			
Executive Office Level		Appeal included			
	Forward to:	Attachments Included Commander's Signature:	Date:,		
Follow-up Required:	Due Date:	Dee See Jul	1/8/09		
☐ Yes		gaga goo	17.7		
Chapter Inspection: HPG 22.1	Chapter 2, Area Manageme	ent Evaluation, Are Procedures and Loca	l Orders		
Inspector's Comments Regar					
None	ding innovative i ractice				
Command Suggestions for S	tatewide Improvement:				
None					
Inspector's Findings:					
None					
Commander's Response:					
As a result of this evaluation, there not applicable to the Section, howe	were no significant findings r ver, for those items that perta	noted or corrective actions required. Manained to the operation of Communication	s Centers Support		
Section, the processes are in comp	liance with departmental poli	cy.			
Inspector's Comments:					
None.					
			果至是是外面特別		
Required Action					
Corrective Action Plan/Timelin	ne				
	واسي المشارية ووروي				
Appeal Process: (Appeals shall	be filed within five (5) busine	ss days of the completed chapter inspect	on).		
Commander's Basis for Appea	al:				
Appeal Review/Decision: (This	s shall be the only level of app	neal).			
Lead Inspector's Signature:		W			
Responding Commander's Signature (for app	lul on Kunt Wa	line Date: 7/8/09 Date:			

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
048	IMD	
EVALUATED BY		DATE
Mary Ann Alv	arez and Kurt Wallner	02/23/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	2	SUSPENSE DATE		
Catedra / Catedr	formal Evaluation	A-14		
FOLLOW-UP REQUIRED Yes No	☐ Correction Report	Selde Lul	3/2	109
1. AREA STANDARD OPERAT	ING PROCEDURES (SOP)	evaluated action action of NO	CORRECTÉ)
a. Does SOP contain only lo	cal procedures essential to Area?		✓ Yes	□No
b. Conflicts between Division	n SOP and Area SOP?		☐ Yes	☑ No
c. SOP available for review?			✓ Yes	□ No
(1) Is it current?			✓ Yes	□No
(2) Are orders necessary	?		✓ Yes	□ No
(3) Does SOP provide re	ference to, yet avoid duplication of d	lepartmental policy?	✓ Yes	□No
(4) Conflict between SOF	and departmental policy?		☐ Yes	☑ No
(5) Orders clear and cond	cise?		✓ Yes	□No
(6) Is table of contents cu	rrent/effective?			□N∘
(7) Logical division of ma	terial?		✓ Yes	□No
(8) What system is used	to assure each Area employee has	read SOP? Per the CHP 10, empl	oyees are required to revie	w the SOP on
their first day, this for	rm is kept in their personnel file. T	hey are then informed of updates to	o review.	
(9) Effective numbering a	nd index system?		✓ Yes	□No
(10) Position descriptions (utilized in place of individual names?	?	✓ Yes	□No
(11) How are SOPs distrib	uted? One printed copy is maintain	ned in the Command Library. All	cimployees have access to	the SOP via
the LAN.				
(a) Are they readily a	available?			□No
(12) Who is responsible for	r review/revision? Commander's dis	scretion based on personnel availa	bility and workload.	
		Name of the second		
(13) How often is SOP revi	ewed/updated? As needed to acc	ommodate changes in staffing and	OPI obligations.	
(a) Is a suspense sys	stem in place?		✓ Yes	□No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

	OCAL DIRECTIVES	02/27/09	ACTION REQUIRED NO	CORRECTED				
	. Other methods utilized by commander to provide written in		onnel? The commander ma	ikes wide spre	id use of			
	departmental E-mail to provide written instructions.							
i. L	IMITED DUTY ASSIGNMENTS	EVALUATED 02/27/09	ACTION REQUIRED NO	CORRECTED				
а	. Are commander and staff aware of contents of HPM 10.7, Chapter 8, relating to limited duty?	Injury and Illness Case	Management Manual,	✓ Yes	□ No			
b	. What types of duties are assigned to those on limited duty	7 Duties would be ass	igned on a case-by-case bas	sis as determin	ed from			
	information provided by the employee's physician on a CI	HP 443 and WH-380.						
С	How many employees are currently on limited duty status?	None.						
С	THER PROCEDURES	02/27/09	ACTION REQUIRED NO	CORRECTED				
	What methods does Area use to report highway defects?	This question is not ap	plicable to CCSS. Any roa	adway defects	noticed by			
	CCSS employees would be reported to the appropriate con	CCSS employees would be reported to the appropriate communications center with jurisdictional authority.						
	Are Area personnel aware of procedures in HPM 10.4, Citi.	✓ Yes	□No					
	(1) What procedure is followed for receiving citizen's comp	plaints? Complaints r	eceived by CCSS employe	es would be re	ferred to th			
	appropriate communications center or field office.							
	(2) Is there a system to identify complaint-generating beha-	avior?		✓ Yes	□No			
	(3) Are complaints classified properly?			✓ Yes	□No			
	(4) What are the most common errors in complaint investi	gations? There have l	peen no complaints filed ag	gainst CCSS or	any of the			
	employees.							
С.	employees. What procedure is in place to handle traffic complaints? T	hís question is not appl	icable to CCSS. Any traffi	ic complaints 1	eceived by			
С.					eceived by			
	What procedure is in place to handle traffic complaints? T CCSS employees would be referred to the appropriate con	nmunications center or	area office with jurisdictio	nal authority.				
	What procedure is in place to handle traffic complaints? To CCSS employees would be referred to the appropriate continuous the complex of the	nmunications center or	area office with jurisdictio	nal authority.	ie			
	What procedure is in place to handle traffic complaints? To CCSS employees would be referred to the appropriate common than the common traffic complaints? To common traffic common traffi	nmunications center or n-dispatch personnel are e required to report abso	area office with jurisdiction to the control of the	nal authority. es directly to the commande	ie r/supervisi			
	What procedure is in place to handle traffic complaints? To CCSS employees would be referred to the appropriate common to the appropriate common to the appropriate common common to acting common to the appropriate common common common to acting common co	nmunications center or n-dispatch personnel are e required to report abso edical statement or hom	e required to report absence inces to their supervisor. Technospital visit. If absent	nal authority. es directly to the commande	ie r/supervisi			
	What procedure is in place to handle traffic complaints? To CCSS employees would be referred to the appropriate common to the appropriate common comm	nmunications center or n-dispatch personnel are e required to report abso edical statement or hom requested in accordanc	e required to report absence ences to their supervisor. The ethospital visit. If absent the with FMLA/CFRA.	nal authority. es directly to the commande for more than	ne r/superviso three			
d.	What procedure is in place to handle traffic complaints? To CCSS employees would be referred to the appropriate complete to the appropriate complete. The ware employee absences reported/verified? CCSS non-commander or acting commander. Dispatch personnel are can verify the absence at their discretion via telephone, me consecutive calendar days, medical substantiation may be is there a central listing of employees with approved seconds.	nmunications center or n-dispatch personnel are required to report abso edical statement or hom requested in accordanc dary employment reque	e required to report absence ences to their supervisor. The e/hospital visit. If absent the with FMLA/CFRA.	es directly to the commande for more than	ne r/supervisi three □ No			
d. e.	What procedure is in place to handle traffic complaints? To CCSS employees would be referred to the appropriate confidence of the complex of the confidence of the consecutive calendar days, medical substantiation may be substantial of the confidence of the confide	nmunications center or n-dispatch personnel are required to report abso edical statement or hom requested in accordanc dary employment reque	area office with jurisdiction required to report absence ences to their supervisor. To ehospital visit. If absent the with FMLA/CFRA.	es directly to the commande for more than	ne r/supervisi three			
d. e.	What procedure is in place to handle traffic complaints? To CCSS employees would be referred to the appropriate complete to the appropriate complete. The ware employee absences reported/verified? CCSS non-commander or acting commander. Dispatch personnel are can verify the absence at their discretion via telephone, me consecutive calendar days, medical substantiation may be is there a central listing of employees with approved seconds.	nmunications center or n-dispatch personnel are required to report abso edical statement or hom requested in accordanc dary employment reque	area office with jurisdiction required to report absence ences to their supervisor. To ehospital visit. If absent the with FMLA/CFRA.	es directly to the commande for more than	three			

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

2) Are photos in file of good quality?		
	✓ Yes	□No
Who is responsible for ambulance/tow truck inspections? N/A		
1) Are inspections up-to-date?	☐ Yes	□No
2) Is the responsible employee knowledgeable of applicable policies and regulations?	☐Yes	□No
3) Are random inspections conducted?	☐Yes	□ No
4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	☐Yes	□No
5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? N/A		
s there security for Area nersonnel rosters?	√ Yes	□No
Communication and access to the rooters		
Who regularly receives Area rosters? Only the CCSS Commander or acting commander regularly rec	eives a copy of	the roster.
as the Area established proper employer/employee relations?	✓ Yes	□No
) Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□ No
) Is there a bulletin board for employee association items?	✓ Yes	□No
e damaged uniform articles inspected and repaired/replaced?	☐ Yes	✓ No
) Who coordinates inspection and/or disposal of unserviceable items? N/A		
) If appropriate, are damages collected?	Yes	✓ No
re vacation slots consistent with Area operational needs?	✓ Yes	□ No
	✓ Yes	□No
there a system in place to ensure accountability for directives?	✓ Yes	□No
) How are employees returning from extended absences provided updated information from directives?	Employees rec	cive either
hard copy or an email in their mailbox of the directive.		
SP2		
	Is the responsible employee knowledgeable of applicable policies and regulations? Are random inspections conducted? Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7? How are officers and communications operators advised of tow trucks/ambulances that are removed from service? N/A Is there security for Area personnel rosters? What is Area policy regarding the release of personal telephone numbers and addresses? Only the Commander has access to the roster. Who regularly receives Area rosters? Only the CCSS Commander or acting commander regularly receives the Area established proper employer/employee relations? Does commander show a personal interest in dealing with employee representatives? Is there a bulletin board for employee association items? redamaged uniform articles inspected and repaired/replaced? Who coordinates inspection and/or disposal of unserviceable items? N/A If appropriate, are damages collected? re vacation slots consistent with Area operational needs? It he squad club in compliance with departmental policy and other mandated requirements concerning exords and accountability? It there a system in place to ensure accountability for directives? How are employees returning from extended absences provided updated information from directives?	Yes

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

n.	Who is responsible for the review of reports submitted by field officers? CCSS is not a field office and does not recover.	ceive rep	orts from the
	field.		
	(1) Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
	(a) How is this accomplished? Supervisors review the reports.		
0.	Does Area have written guidelines for overtime usage and control?	✓ Yes	□ No
	(1) Are these controls effective?	✓ Yes	□No
	(2) Do overtime provisions comply with collective bargaining unit agreements?	√ Yes	□No
	(3) Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
	(4) Who may authorize overtime? The CCSS Commander or designee authorizes all overtime.		
	(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
	(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7) Who maintains court and subpoena logs? The court and subpoena logs are maintained by the Office Technic	cian.	
	(8) Are local controls sufficient to properly manage overtime?	✓ Yes	□ No
	(a) Is CTO held within proper limits?	✓ Yes	□No
	(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
	(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
	(d) Is the MAR signed by the commander?	Yes	□No

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command: 048 - CCSS	Division:	Chapter: HPG 22,1, Chapter 2
Inspected by:		Date:
Kurt Wallner		09/04/09

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required. TYPE OF INSPECTION Corrective Action Plan Included ☐ Division Level ☐ Command Level ☐ Appeal Included ☐ Executive Office Level Attachments Included Commander's Signature: Forward to: Date: Follow-up Required: Due Date: ⊠ No ☐ Yes Chapter Inspection: HPG 22.1, Chapter 2, Area Management Evaluation, Are Procedures and Local Orders Inspector's Comments Regarding Innovative Practices: None Command Suggestions for Statewide Improvement: Inspector's Findings: None Commander's Response: As a result of this evaluation, there were no significant findings noted or corrective actions required. Many of the items were not applicable to the Section, however, for those items that pertained to the operation of Communications Centers Support Section, the processes are in compliance with departmental policy. Inspector's Comments: None. Required Action Corrective Action Plan/Timeline

Appeal Process: (Appeals shall be filed within five (5) business days of the completed chapter inspection).

Commander's Basis for Appeal:

Appeal Review/Decision: (This shall be the only level of appeal).

Lead Inspector's Signature:

Date: 9/3/09

CHP 680A (Rev 09-08) OPI 010

TATE OF CALIFORNIA EPARTMENT OF CALIFORNIA HIGHWAY PATROL REA MANAGEMENT EVALUATION

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
048	CIMI	
EVACUATED BY	Company to the contract of the	DATE
Mary Ann Alv	arez and Kurt Wallner	09/04/2009

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer idividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, ccomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PE OF EVALUATION ☐ Formal Evaluation ☐ Informal Evaluation	SUSPENSE DATE			
☐ Correction Report ☐ Yes ☐ No	COMMANDER'S REVIE	M	DATE	
AREA STANDARD OPERATING PROCEDURES (SOP)	EVALUATED 09/0409	NO NO	CORRECTE)
a. Does SOP contain only local procedures essential to Area?	}		✓ Yes	□No
b. Conflicts between Division SOP and Area SOP?			Yes	☑ No
c. SOP available for review?			✓ Yes	□No
(1) Is it current?			☑ Yes	□No
(2) Are orders necessary?			✓ Yes	□No
(3) Does SOP provide reference to, yet avoid duplication of	of departmental policy?		✓ Yes	□No
(4) Conflict between SOP and departmental policy?	- Company of the Comp		Yes	☑ No
(5) Orders clear and concise?			✓ Yes	□No
(6) Is table of contents current/effective?			✓ Yes	□ No
(7) Logical division of material?			✓ Yes	□No
(8) What system is used to assure each Area employee ha	as read SOP? Per the	CHP 10. employees are require	d to revie	w the SOP on
their first day, this form is kept in their personnel file.	They are then informe	ed of updates to review.		The state of the de State Charles and Administration and
(9) Effective numbering and index system?			✓ Yes	□No
(10) Position descriptions utilized in place of individual name	es?		✓ Yes	□ No
(11) How are SOPs distributed? One printed copy is maint	ained in the Command	Library. All employees have a	access to t	he SOP via
the LAN.				MISCONI PUSCE IN THE
(a) Are they readily available?			✓ Yes	□No
(12) Who is responsible for review/revision? Commander's	discretion based on pe	rsonnel availability and worklo	ad.	
				11.5 - 27/7 - IPANILLANIANAN

(13) How often is SOP reviewed/updated? As needed to a	accommodate changes	in staffing and OPI obligations		
(a) Is a suspense system in place?			✓ Yes	□No

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

. LOCAL DIRECTIVES	09/04/09	ACTION REQUIRED NO	CORRECTE	b	***********
a. Other methods utilized by commander to provide written in		sonnel? The commander ma	kes wide spre	ead use of	l` .
departmental E-mail to provide written instructions.				ilikarat was sa s	
. LIMITED DUTY ASSIGNMENTS	09/04/09	ACTION REQUIRED NO	GORRECTE	0	h-reals
a. Are commander and staff aware of contents of HPM 10.7, Chapter 8, relating to limited duty?	Injury and Illness Case	Management Manual,	✓ Yes	□No	on the like
b. What types of duties are assigned to those on limited duty?	? Duties would be as:	signed on a case-by-case bas	sis as determi	ned from	
information provided by the employee's physician on a Cl-	-IP 443 and WH-380.				ž.
c. How many employees are currently on limited duty status?	None.		***************************************	ZERINIANA ESCAPIA	
OTHER PROCEDURES	6VALUATED 09/0409	ACTION REQUIRED NO	CORRECTE	O	
a. What methods does Area use to report highway defects?	This question is not a	pplicable to CCSS. Any roa	idway defects	noticed l	by
CCSS employees would be reported to the appropriate cor	nmunications center w	ith jurisdictional authority.			
b. Are Area personnel aware of procedures in HPM 10.4, Citiz	zens' Complaint Invest	igations Manual?	✓ Yes	□ No	(+
(1) What procedure is followed for receiving citizen's comp	plaints? Complaints	received by CCSS employee	es would be re	eferred to	the
appropriate communications center or field office.					
(2) Is there a system to identify complaint-generating beha	avior?	*	✓ Yes	□ No	HETTANISTIC
(3) Are complaints classified properly?		**************************************	✓ Yes	□No	
(4) What are the most common errors in complaint investig	gations? There have	been no complaints filed aga	ainst CCSS o	r any of t	he
employees.					
c. What procedure is in place to handle traffic complaints? The	is question is not app	licable to CCSS. Any traffic	e complaints	received	by
CCSS employees would be referred to the appropriate com	munications center or	area office with jurisdiction	nal authority.		**********
			Annual State of the State of th	*	
d. How are employee absences reported/verified? CCSS non-	-dispatch personnel are	e required to report absences	s directly to the	he	
commander or acting commander. Dispatch personnel are	required to report abso	ences to their supervisor. Th	he commande	er/supervi	sor
can verify the absence at their discretion via telephone, me	dical statement or hon	ne/hospital visit. If absent f	or more than	three	
consecutive calendar days, medical substantiation may be r	equested in accordance	e with FMLA/CFRA.			(2 C. T.
e. Is there a central listing of employees with approved second	dary employment reque	ests?	✓ Yes	□ No	
(1) Are supervisors aware of regulations in HPM 10.3, Pers	sonnel Transactions M	anual, Chapter 14?	✓ Yes	□No	
f. How are cameras assigned? Cameras are secured in a lock	ted cabinet and signed	out on an "as-needed" basis	s by CCSS pe	rsonnel.	ΛII
of the cameras are tracked in a logbook by the CCSS Staff.	Analyst.				
			n'annimitati a manima		

EPARTMENT OF CALIFORNIA HIGHWAY PATROL REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

	(1) What type(s) of cameras are used? CCSS only has Cannon PowerShot SD-950 digital cameras in	ı tise.	
5441114	(2) Are photos in file of good quality?	✓ Yes	□No
g.	Who is responsible for ambulance/tow truck inspections?—N/A	(A 14)79 319 3703	*** ** ** * ** * **
	(1) Are inspections up-to-date?	☐Yes	□ No
	(2) Is the responsible employee knowledgeable of applicable policies and regulations?	☐Yes	□No
	(3) Are random inspections conducted?	☐ Yes	□No
	(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	☐ Yes	□ No .
	(5) How are officers and communications operators advised of tow trucks/ambulances that are remove from service? N/A	ed .	
	Le thous accounts for Area patrons of rectang	[7] Voc	□No
	Is there security for Area personnel rosters?	✓ Yes	(H_0)
	(1) What is Area policy regarding the release of personal telephone numbers and addresses? Only t	ne CCSS Command	der or acting
*******	commander has access to the roster.		
((2) Who regularly receives Area rosters? Only the CCSS Commander or acting commander regularly	receives a copy of	the roster.
i. F	Has the Area established proper employer/employee relations?		□No
(1) Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□ No
(2) Is there a bulletin board for employee association items?	✓ Yes	□No
j. A	are damaged uniform articles inspected and repaired/replaced?	Yes	☑ No
(1) Who coordinates inspection and/or disposal of unserviceable items? N/A		
(2) If appropriate, are damages collected?	☐ Yes	✓ No
k. <i>A</i>	Are vacation slots consistent with Area operational needs?		□No
	s the squad club in compliance with departmental policy and other mandated requirements concerning ecords and accountability?	✓ Yes	□No
m. I	s there a system in place to ensure accountability for directives?	✓ Yes	□No
(1) How are employees returning from extended absences provided updated information from directive	s? Employees rec	cive either a
	hard copy or an email in their mailbox of the directive.		
		<u> </u>	weet in some continue and

TATE OF CALIFORNIA

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

n.	. Who is responsible for the rev	riew of reports submitted by field officers? CCSS is not a field office and does not r	eccive rep	orts from		
	field.					
	(1) Are supervisors made aw	are of superior or deficient reports?	✓ Yes	□ No		
	(a) How is this accompli	ished? Supervisors review the reports.				
0.	. Does Area have written guide	lines for overtime usage and control?	✓ Yes	□ No		
	(1) Are these controls effective	/e?	✓ Yes	□ No		
-	(2) Do overtime provisions co	omply with collective bargaining unit agreements?	✓ Yes	□ No		
	(3) Are CHP 415s, Daily Field	d Record, complete and accurate?	✓ Yes	□ No		
	(4) Who may authorize overti	me? The CCSS Commander or designee authorizes all overtime.				
-	(5) Are CHP 90s, Report of C	Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□ No		
	(6) Do employees understand	d the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□ No		
	(7) Who maintains court and	subpoena logs? The court and subpoena logs are maintained by the Office Techn	iician.			
	(8) Are local controls sufficier	nt to properly manage overtime?	✓ Yes	□No		
-	(a) Is CTO held within pr	roper limits?	✓ Yes	□No		
	(b) Does the Monthly At	tendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□ No		
- 4	(c) Do all CHP 415s, Da	ily Field Record, have a supervisor's signature?	✓ Yes	□ No		
	(d) Is the MAR signed by	y the commander?	✓ Yes	□ No		